

E-01345A-11-0224

ORIGINAL



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ARIZONA CORPORATION COMMISS

UTILITY COMPLAINT FORM  
RECEIVED

Investigator: Guadalupe Ortiz

Phone: 201 NOV -9 A 9:44

Fax:

Priority: Respond Within Five Days

AZ CORP COMMISSION  
DOCKET CONTROL

Opinion No. 2011 - 100544

Date: 11/8/2011

Complaint Description: 08A Rate Case Items - Opposed  
N/A Not Applicable

Complaint By: First: Rick Last: Stewart

Account Name: Rick Stewart

Home: (000) 000-0000

Street:

Work:

City: Phoenix

CBR:

State: AZ Zip:

is:

Utility Company: Arizona Public Service Company

Division: Electric

Contact Name: For assignment

Contact Phone:

Nature of Complaint:

\*\*\*\*\*OPINION OPPOSED - OPINION OPPOSED - OPINION OPPOSED\*\*\*\*\*

RE: Docket No. E-01345A-11-0224

Customer is strongly opposed to the proposed rate increase being requested by APS.

Customer explained that he is disabled and is currently receiving service under APS' Energy Assistance Program. Customer's account is set up on APS' Equalizer Payment Plan as the customer is trying to minimize his monthly payment as much as possible.

Customer is very conservative with his energy and explains that in the winter he tries to avoid using the heater and in summer he tries to avoid using the A/C to the degree possible, because he knows that he can not afford to pay anymore than he is already paying. Customer even goes without using the lights during the day and states that he can not conserve anymore energy than he is already conserving.

Even though customer is very conservative with his energy use, he still struggles each month when trying to pay the bill. If an increase is approved this will place a severe financial hardship upon the customer. Customer is already being deprived of his medications and has a difficult time coming up with the money for his doctor visits because of the high electric rates.

Customer requests no further increases be approved.

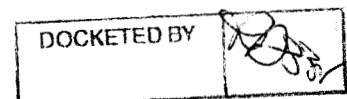
\*End of Complaint\*

Utilities' Response:

Investigator's Comments and Disposition:

Arizona Corporation Commission  
DOCKETED

NOV 9 2011



# ARIZONA CORPORATION COMMISSION

## UTILITY COMPLAINT FORM

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Opinion docketed. CLOSED

\*End of Comments\*

Date Completed: 11/8/2011

Opinion No. 2011 - 100544

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